

xfinity[®]
the future of awesome[®]



XFINITY[®] Community Handbook

Your guide to XFINITY services for your residents.

Issue 2 – 2014

 COMCAST

XFINITY® Handbook for Multifamily Residents

Welcome to **XFINITY® Communities**, the program from Comcast that exclusively serves the needs of properties like yours. With it comes our promise to property owners, property managers and residents alike: to provide better service, better entertainment, better living and a relationship you can count on today and into the future.

We want to make your job a little easier when it comes to XFINITY. This handbook will help you easily show residents how XFINITY may be enjoyed at home and on the go, and it provides answers and instructions to the common customer inquiries.

The first section highlights the range of XFINITY products and services, like the new X1 Platform™, as well as features included at no additional cost.

You will also find contact information on every page for ordering service or finding help for specific issues not covered in the book. Each page of this book can be printed by visiting comcast.com/communityhandbook.

We hope this information will prove helpful to you and your community.

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XFINITY® IS INSTANT ENTERTAINMENT AND CONNECTION — ANYWHERE, ANYTIME, ON ANY SCREEN

FASTEST IN-HOME WiFi

XFINITY® Internet delivers the fastest in-home WiFi for all rooms, all devices, all the time. Chat, surf, stream HD movies and TV shows and game online — all at lightning-fast speeds.

The Voice available at xfinity.com/tv



The Hunger Games: Catching Fire available with XFINITY On Demand™



HDTV

XFINITY offers the best HD experience, with stunning picture quality and the most HD choices.

UNLIMITED TALK AND TEXT

XFINITY® Voice delivers more ways to connect and more ways to save: not only do residents get reliable phone service with the best call clarity, now they can also get unlimited nationwide talk and text — so they can save on their wireless bill too.



XFINITY TV GO APP

Available from iTunes, Google Play and Amazon

Now residents can watch live TV on any device, anywhere they go. Plus, they can watch their favorite TV shows and movies anytime with XFINITY On Demand™.



VIDEO GAMING SYSTEM

With XFINITY, gamers can avoid lag with lightning-fast Internet – and now the fastest in-home WiFi – and view XFINITY On Demand with XFINITY TV directly on Xbox 360®. Plus, they can use their voice to find the TV shows and movies they want with Kinect™.

XFINITY ON DEMAND PURCHASES

Residents can purchase TV shows and movies to own with XFINITY On Demand weeks before they are available on DVD for rental. They can watch as much as they want anytime, anywhere.



Restrictions apply. Not all programming available in all areas. **TV:** XFINITY On Demand™ available with Limited Basic TV and above with a digital converter. HD choices include HD channel lineup and HD programming available On Demand. **Internet:** WiFi claim based on April 2013 study of Allion Test Labs, Inc. XFINITY TV app requires XFINITY TV subscription. *The Hunger Games: Catching Fire* (PG-13)™ & © 2014 Lions Gate Entertainment Inc. All Rights Reserved. NBCU celebrity endorsement not implied. All networks are divisions of NBCUniversal. © NBCUniversal Media, LLC. All Rights Reserved. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. iPad, iPhone and iPod touch are registered trademarks of Apple Inc. ©2014 Comcast. All rights reserved.

SEE HOW XFINITY® STACKS UP TO THE COMPETITION

FIOS

| FEATURES | XFINITY | FIOS |
|---|---------|------|
| Fastest available Internet speeds ¹ | YES | NO |
| The fastest in-home WiFi ² | YES | NO |
| The most coverage on the go with access to over 1,000,000 WiFi hotspots included with your service ³ | YES | NO |
| The most On Demand TV shows and movies on TV and streaming online ⁴ | YES | NO |
| The best HD experience | YES | NO |
| The most live sports ⁵ | YES | NO |
| Record up to four shows while watching another ⁷ | YES | NO |
| Smart Search: the ability to see what's on live TV, XFINITY On Demand™ and your DVR all in one place ⁸ | YES | NO |
| Voice Controls: search for a show, get personalized recommendations and change channels using voice commands ⁸ | YES | NO |
| Guaranteed two-hour appointment windows | YES | NO |

AT&T U-VERSE®

| FEATURES | XFINITY | AT&T UVERSE® |
|--|---------|--------------|
| Fastest available Internet speeds ¹ | YES | NO |
| The fastest in-home WiFi ² | YES | NO |
| Delivers reliably fast speeds even during peak hours ⁶ | YES | NO |
| The most coverage on the go with access to over 1,000,000 WiFi hotspots included with your service ³ | YES | NO |
| The most On Demand TV shows and movies on TV and streaming online ⁴ | YES | NO |
| The most live sports ⁵ | YES | NO |
| Record up to four shows while watching another ⁷ | YES | NO |
| Smart Search: the ability to see what's on live TV, XFINITY On Demand and your DVR all in one place ⁸ | YES | NO |
| Fastest Internet speeds stay fast even when watching two or more HD shows | YES | NO |
| Guaranteed two-hour appointment windows | YES | NO |

1- Based on each provider's fastest available download speeds; actual speeds vary and are not guaranteed.

2- WiFi claim based on April 2013 study of comparable in-home wireless routers by Allion Test Labs, Inc.

3- WiFi hotspots included with Performance Internet or above only.

4- XFINITY On Demand selections subject to charge indicated at time of purchase.

5- Most live sports available with Digital Preferred TV and WatchESPN.

6- According to a recent government report from the FCC entitled, "Measuring Broadband America," February 2013.

7- Available with the X1 DVR™.

8- Available with the X1 Platform™.

9- Severe weather (heavy rain or snow) may interfere with a satellite signal, causing the picture to freeze or pixelate.

CENTURYLINK™

| FEATURES | XFINITY | CENTURYLINK™ |
|---|---------|--------------|
| Fastest available Internet speeds ¹ | YES | NO |
| The fastest in-home WiFi ² | YES | NO |
| The most coverage on the go with access to over 1,000,000 WiFi hotspots included with your service ³ | YES | NO |
| Delivers reliably fast speeds even during peak hours ⁶ | YES | NO |
| The most On Demand TV shows and movies on TV and streaming online ⁴ | YES | NO |
| The best HD experience | YES | NO |
| The most live sports ⁵ | YES | NO |
| Record up to four shows while watching another ⁷ | YES | NO |
| Smart Search: the ability to see what's on live TV, XFINITY On Demand and your DVR all in one place ⁸ | YES | NO |
| Voice Controls: search for a show, get personalized recommendations and change channels using voice commands ⁸ | | |
| Guaranteed two-hour appointment windows | YES | NO |

SATELLITE

| FEATURES | XFINITY | SATELLITE |
|---|---------|-----------|
| Fastest available Internet speeds ¹ | YES | NO |
| The most coverage on the go with access to over 1,000,000 WiFi hotspots included with your service ³ | YES | NO |
| The most On Demand TV shows and movies on TV and streaming online ⁴ | YES | NO |
| The best HD experience | YES | NO |
| The most live sports ⁵ | YES | NO |
| One convenient bill from one provider | YES | NO |
| Great TV experience – rain or shine ⁹ | YES | NO |
| The ability to watch TV without an ugly satellite dish on your house | YES | NO |
| Guaranteed two-hour appointment windows | YES | NO |

1- Based on each provider's fastest available download speeds; actual speeds vary and are not guaranteed.

2- WiFi claim based on April 2013 study of comparable in-home wireless routers by Allion Test Labs, Inc.

3- WiFi hotspots included with Performance Internet or above only.

4- XFINITY On Demand selections subject to charge indicated at time of purchase.

5- Most live sports available with Digital Preferred TV and WatchESPN.

6- According to a recent government report from the FCC entitled, "Measuring Broadband America," February 2013.

7- Available with the X1 DVR™.

8- Available with the X1 Platform™.

9- Severe weather (heavy rain or snow) may interfere with a satellite signal, causing the picture to freeze or pixelate.

THE COMCAST CUSTOMER GUARANTEE™

Our promise to our customers.

Just as you strive to give your residents a superior customer experience, we are dedicated to doing the same. If for any reason something goes wrong, we will work to resolve the issue as quickly and professionally as we can. This Comcast Customer Guarantee is our promise to your residents.

30-DAY MONEY-BACK GUARANTEE

- If for any reason customers are unhappy with their service, we will give them a 30-day money-back guarantee on our TV, Internet and Voice services.

ON TIME WITHIN A 2-HOUR APPOINTMENT WINDOW

- We will always be on time within your residents' appointment window, or we'll offer a \$20 account credit or a free premium channel for three months.

ROUTINE ISSUES RESOLVED IN ONE VISIT

- We will resolve routine issues in one visit or give your residents a \$20 account credit or a free premium channel for three months.

COURTEOUS AND RESPECTFUL

- We will treat every resident with courtesy and respect.

CUSTOMER SUPPORT

- We're here for our customers 24 hours a day, 7 days a week to answer questions.

EASY-TO-UNDERSTAND PACKAGES

- We will offer easy-to-understand packages and provide customers with a clear bill.

THE BEST AND MOST VIDEO CHOICES

- We will continually offer the best and most video choices.



All backed by the
30-day money-back
Comcast Customer Guarantee.

30-day guarantee limited to 1 refund of 1 month recurring service and standard installation charges. Chicago market credit varies.

MOVIES, TV SHOWS, SPORTS, MULTILATINO AND MORE

KEEP YOUR RESIDENTS ENTERTAINED AND CONNECTED,
BOTH AT HOME AND ON THE GO.

American Hustle available with XFINITY On Demand™



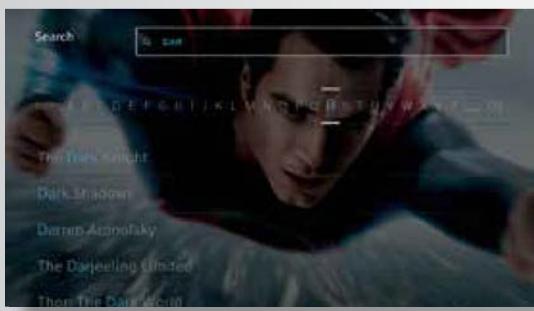
Dallas available on XFINITY TV Go app

The Voice available at xfinity.com/tv

ENTERTAINMENT OPERATING SYSTEM®

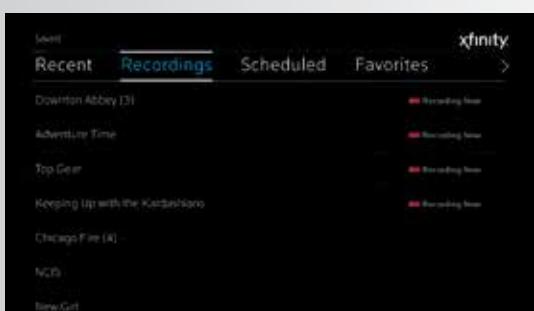
EXPERIENCE TV AND INTERNET TOGETHER LIKE NEVER BEFORE

Only XFINITY® brings TV and Internet together like never before with the X1 Entertainment Operating System™. It's the simplest, fastest and most complete way to access all your entertainment on all your screens. XFINITY TV on the X1 Platform™ delivers integrated search results across live TV, XFINITY On Demand™ and DVR, plus personalized recommendations and apps like Facebook, Pandora and more right from any TV. The X1 DVR™ lets your residents watch recordings from any room and simultaneously record up to four shows while watching another.



Smart Search

With one simple search of a title, genre or actor, discover what's on live TV, XFINITY On Demand and the DVR.



X1 DVR

Enjoy 500 GB of storage space with the X1 DVR, enough for hundreds of shows. Residents can watch recordings from any room and record up to four shows while watching another.

For more information about the X1 Platform from XFINITY, visit comcast.com/x1

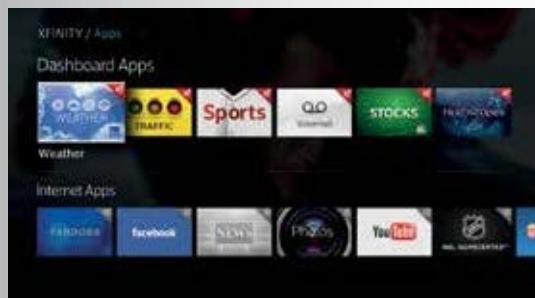
Recommendations

Discover new favorites with recommendations based on content preferences.



Last Nine Watched

See the last-watched nine shows and channels with the touch of a button.



Instant Entertainment

An interactive program guide with network logos and movie poster art makes content easier to find. XFINITY On Demand features a vast library of the hottest new movies, the most current TV episodes, loads of kids' shows and more, anytime, on any screen.

Apps on TV

Use the sports app to track multiple games at once and check the latest scores and standings all while watching another game. Your residents can share what they're watching on Facebook or Twitter, check traffic and weather or listen to music on Pandora.

“What should I watch?”



X1 Remote App

Your residents can use the X1 Remote app for iPhone® or iPod touch® to control their TV with a simple tap, swipe or shake. Plus, use voice commands to change channels, search for a show and get personalized recommendations.



XFINITY® TV

More ways to get more entertainment.

XFINITY GIVES YOUR RESIDENTS TV THEIR WAY SO THEY GET THE BEST ENTERTAINMENT EXPERIENCE.

XFINITY® TV ON THE X1 PLATFORM™

XFINITY TV on the X1 Platform offers more ways to get more entertainment so your residents can enjoy shows and movies instantly on any screen.

With X1, residents get integrated search results across live TV, XFINITY On Demand™ and their DVR, personalized recommendations and apps like Facebook, Pandora and more right from their TV.

XFINITY ON DEMAND™

More ways to get more entertainment. Residents can enjoy the best selection of current TV shows and hit movies, anytime, on any screen — all included with their XFINITY subscription.

They can explore XFINITY On Demand from the comfort of their living room or on the go, from their laptop, tablet or smartphone. A vast library of the hottest new releases, the most current TV episodes and loads of kids programming are all available instantly. Your residents can discover new favorites, catch up on the latest episodes or watch an entire season — XFINITY On Demand always has something they'll love to watch.

DID YOU KNOW?

The X1 DVR™ is an advanced DVR that lets you record four shows at once while watching live TV. Start watching in one room, and finish in another.

X1 DVR™

Available with the X1 Platform.

With the X1 DVR, residents can enjoy 500 GB of storage space, enough for hundreds of shows. They can watch their recordings from any room in the house and record up to four shows while watching another.

ANYROOM® DVR

Residents can watch recorded shows in any room they want. They can simply start watching TV in one room and then finish in another. They can even have different recordings play in different rooms at the same time.

THE BEST TV EXPERIENCE

HD

XFINITY® delivers the best HD experience with unsurpassed HD picture quality and the most HD choices.

XFINITY® APPS

XFINITY™ TV APPS

TV right in the hands of your residents.



XFINITY TV GO APP

Available from iTunes, Google Play and Amazon

Your residents can now watch live TV on any device, anywhere they go. Plus, their favorite TV shows and movies are available anytime with XFINITY On Demand™. Download TV shows and movies from Showtime, STARZ, Encore and Movieplex to a phone or tablet and watch them anytime, anywhere — even when they're offline.



XFINITY TV REMOTE APP

Available from iTunes, Google Play and Windows Phone Store

With the XFINITY TV Remote app, residents can use their smartphone or tablet as a remote control to change channels, search XFINITY On Demand™ and TV listings or even schedule their DVR when they're away from home.



XFINITY TV X1 REMOTE APP

Available from iTunes

With a mere tap, swipe or shake of their iPhone® or iPod touch®, your residents can use the X1 Remote app from XFINITY to change channels and surf the guide with ease. Plus, now residents can even use voice commands to search shows, actors or networks across live TV, XFINITY On Demand and their DVR—all at the same time.



XFINITY ON DEMAND PURCHASES APP

Available from iTunes

XFINITY TV customers can access the shows and movies that they purchased through XFINITY On Demand and enjoy them on all of their favorite compatible devices.

XFINITY CONNECT APPS

More ways to stay connected.



XFINITY CONNECT APP

Available on Apple® and Android™ Devices

Residents can check email, send and receive text messages without a text plan and check their XFINITY Voicemail all in one place. They can even view account information and pay their bill.

DID YOU KNOW?

The XFINITY Connect app now offers an accessibility enhancement for customers who are blind or have low vision.



XFINITY HOME APP*

Available on Apple® and Android™ Devices

XFINITY Home customers can use this app to access their systems anytime, anywhere. Residents can arm their system, control lights, check live video feeds of their home and more.



*The deployment of XFINITY Home in individual units is subject to individual property rules and regulations.

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To order services, visit comcast.com/xfinity

To print a copy of this handbook, visit comcast.com/communityhandbook

XFINITY™ CONNECT APPS (CONT)



XFINITY MY ACCOUNT APP

Available from iTunes

Now your residents are able to access self-help videos and easy-to-follow troubleshooting guides right on their smartphones. They can also find a local service center, cancel appointments or set up appointment alerts and convenient one-time bill pay.

MORE FREE APPS

XFINITY customers can enjoy even more with access to free apps through their XFINITY service.



NBC SPORTS LIVE EXTRA APP

Available from iTunes

Watch more than 1,000 events LIVE for FREE with the NBC Sports Live Extra app. You can follow your favorite events and sports and receive push notifications for event start times.



Not all applications available on all devices. Standard data rates may apply. Check with carrier. Programming features and services vary based on service level. © 2014 Comcast. All rights reserved. iPad, iPhone and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

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SPORTS PROGRAMMING

XFINITY® brings your residents the ultimate sports experience. They get a front-row seat for the biggest moments in sports, and nobody has more live sports than XFINITY. With XFINITY, residents can watch live games at home or on the go with their laptop, tablet or smartphone. Plus, they get even more coverage and access to their favorite teams with XFINITY On Demand™. So when they're not at the game, make sure they have XFINITY — Your home for the Most Live Sports.

DON'T MISS ANY OF THE ACTION

- NFL RedZone
- NFL Network
- MLB Network®
- MLB EXTRA INNINGS™
- Big Ten Network
- NHL Network™
- NHL® CENTER ICE®
- NBA TV
- NBA LEAGUE PASS
- ESPN Buzzer Beater
- ESPN Goal Line
- Fox Sports 1
- Pac-12 Network
- Pay-Per-View events, including UFC, Boxing, WWE and more
- NBC Sports Network

GET THE BEST TV EXPERIENCE WITH THE X1 PLATFORM™ FROM XFINITY

- X1 is an interactive TV experience that delivers instant access to the best sports entertainment.
- Use the sports app to track multiple games at once and check the latest scores and standings all while watching another game.
- Plus, watch live in HD on a big-screen TV and get access to more sports, anytime, anywhere.



SPORTS PROGRAMMING (CONT)

STREAM LIVE SPORTS ANYTIME, ANYWHERE

Now, residents can watch their favorite sports networks live all in one place on any device with xfinity.com/livesports or they can watch with the XFINITY TV Go app.



TOP 10 REASONS SPORTS FANS SWITCH TO XFINITY

1. Every touchdown from every game, Sunday afternoons on NFL RedZone
2. Watch live sports on any device from anywhere with the XFINITY TV Go app
3. Recaps of every NFL game with XFINITY On Demand™
4. The best HD picture quality so residents can watch key plays
5. Watch their favorite MLB, NBA and NHL teams wherever they live
6. XFINITY delivers the Most Live Sports
7. Over 120 NFL games live in HD
8. The most live college football including networks like ESPN Goal Line, Pac-12 Network and the Big Ten Network at home and on the go
9. Live coverage of all the top pay-per-view sporting events
10. Comcast 30-day money-back guarantee

Restrictions apply. Not available in all areas. Programming and features subject to change. Most Live Sports available with Digital Preferred TV and WatchESPN. Call for restrictions and complete details, or visit comcast.com. ©2014 Comcast. All rights reserved.

SPORTS PACKAGES

XFINITY® has packages and add-ons for every sports fan.

SPORTS ENTERTAINMENT PACKAGE

Add the Sports Entertainment Package for more favorite sports!



SPORTS ADD-ONS

MLB EXTRA INNINGS

- Up to 80 out-of-market games each week during the regular season
- The biggest rivalries and brightest stars Major League Baseball has to offer
- The top teams, no matter where you live

NBA LEAGUE PASS

- Up to 40 out-of-market games each week
- The top teams, from any city or state
- The NBA's biggest games and brightest stars
- Watch from anywhere on a mobile device and online

ESPN FULL COURT

- Up to 30 out-of-market games each week
- The critical college basketball matchups that can't be seen anywhere else
- The nation's top conferences competing live on the hardwood

NHL CENTER ICE

- Up to 40 out-of-market games each week
- Follow your favorite teams, from any city or state
- See the NHL's biggest games and brightest stars

MLS DIRECT KICK

- Up to 230 MLS soccer matches throughout the season – featuring all 19 MLS teams – including 3-4 each weekend
- Select pre- and post-game shows and select playoff games

ESPN GAMEPLAN

- Up to 15 out-of-market games every Saturday during the regular season
- Key matchups and top conferences that aren't available in the local market
- Weekly purchase options available

Professional sporting events are subject to blackouts according to league broadcast rules. Not all programming and services are available in all areas. Programming subject to change. Out-of-market sports packages conclude at the end of each sports season and subscriber must call to renew package for next season. Contact Comcast for program availability and service details and restrictions. Most Live Sports available with HD Preferred and Performance Internet with ESPN3.com. ©2014 Comcast. All rights reserved. All other trademarks are the property of their respective owners. Blackout and other restrictions apply. NHL and the NHL Shield are registered trademarks and NHL Network name and logo are trademarks of the National Hockey League. NHL and NHL team marks are the property of the NHL and its teams. © 2013 NHL. All Rights Reserved. NHL, the NHL Shield, Stanley Cup and Center Ice name and logo are registered trademarks and The Game Lives Where You Do and NHL Center Ice Extra are trademarks of the National Hockey League. NHL and NHL team marks are the property of the NHL and its teams. © 2013 NHL. All Rights Reserved. NBA, the NBA logo and team identifications are the exclusive intellectual property of NBA Properties, Inc., and the respective member teams. ©2011 NBA Properties, Inc. All Rights Reserved. Team names/logos/indicia are trademarks of the teams indicated. All other NFL-related trademarks are trademarks of the National Football League.

XFINITY® TV PACKAGES

Movie buff? Sports nut? We've got a package for everyone.

| | DIGITAL STARTER Over 80 Channels | DIGITAL PREFERRED Over 160+ Channels | DIGITAL PREMIER Over 200+ Channels |
|----------------|--|---|--|
| FEATURES | <ul style="list-style-type: none">✓ Over 80 digital channels✓ On Demand movies and shows on TV and now online | <ul style="list-style-type: none">✓ Over 160+ digital channels✓ NFL Network, NHL Network, NBA TV and MLB Network✓ More On Demand movies and shows on TV and now online | <ul style="list-style-type: none">✓ Over 200+ digital channels✓ HBO®, Cinemax®, STARZ® and Showtime®✓ Sports Entertainment Package, including NFL RedZone✓ More On Demand movies and shows on TV and now online |
| CHANNEL LINEUP | <p>OVER 80 DIGITAL CHANNELS INCLUDING</p> <p>  </p> | <p>OVER 160+ DIGITAL CHANNELS INCLUDING</p> <p>  </p> | <p>OVER 200+ DIGITAL CHANNELS INCLUDING</p> <p>  </p> |

Restrictions apply. Not all programming available in all areas and is subject to change. © 2014 Comcast. All rights reserved.

XFINITY® TV CHANNELS

Sports, movies, news; XFINITY® has the channel for every type of entertainment.

| CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF | CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF |
|---|----|---|---|------------------------------------|---|----|---|---|------------------------------------|
| ABC | HD | • | • | • |  | HD | • | • | • |
| ABC Family | HD | • | • | • | ESPN2 | HD | • | • | • |
| ABC Local Weather | | • | • | • | ESPN Classic | HD | • | • | |
| ABC News Now | | • | • | • | ESPN News | HD | • | • | |
| A&E | HD | • | • | • | ESPNU | | • | • | |
| AMC | HD | • | • | • | EWTN | HD | • | • | • |
| Animal Planet | HD | • | • | • | Family Net | HD | • | • | |
| Aztec America | | • | • | • | FCS Atlantic | HD | • | | |
| BBC America | HD | • | • | | FCS Central | HD | • | | |
| BET | HD | • | • | • | FCS Pacific | | • | | |
| Big Ten Network | HD | • | • | | Fine Living | | • | • | |
| BIO | | • | • | • | FitTV | HD | • | • | |
| Bloomberg | HD | • | • | • | Flix | HD | • | • | |
| Bravo | HD | • | • | • | Food Network | HD | • | • | • |
| Cartoon Network | HD | • | • | • | FOX | HD | • | • | • |
| CBS | HD | • | • | • | Fox Business Network | HD | • | • | |
| CBS College Sports Net | | • | | | Fox Movie Channel | | • | | |
| Centric (fka BETJ) | HD | • | | | Fox News | HD | • | • | • |
|  | HD | • | | | Fox Reality | HD | • | • | |
| Cinemax West | HD | • | | | Fox Soccer Channel | | • | | |
| Action Max | HD | • | | | FUNimation | HD | • | • | |
| AtMax | HD | • | | | Fuse | HD | • | • | |
| Five Star Max | | • | | | FX | HD | • | • | • |
| MoreMax | HD | • | | | G4 | | • | • | |
| OuterMax | | • | | | Galavision | HD | • | • | |
| Thriller Max | HD | • | | | Golf | | • | • | |
| WMAX | HD | • | | | Gospel Music Channel | | • | • | |
| CMT | HD | • | • | • | Government Access | | • | • | |
| CMT Pure Country | HD | • | • | | Great American Country | | • | • | |
| CNBC | HD | • | • | • | GSN | HD | • | • | |
| CNBC World | HD | • | • | | Hallmark | HD | • | • | |
| CNN | HD | • | • | • | Hallmark Movie Channel | HD | • | • | |
| Comedy Central | HD | • | • | • |  | HD | • | | |
| C-Span | HD | • | • | • | HBO 2 | HD | • | | |
| C-Span 2 | HD | • | • | • | HBO Comedy | HD | • | | |
| C-Span 3 | | • | • | • | HBO Family | HD | • | | |
| Current TV | HD | • | • | | HBO Latino | HD | • | | |
| CW | HD | • | • | • | HBO Signature | HD | • | | |
| Discovery | HD | • | • | • | HBO West | HD | • | | |
| Discovery Health (OWN) | | • | • | | HBO Zone | HD | • | | |
| Discovery Kids | HD | • | • | | HD Theater | | • | • | |
| Disney | HD | • | • | • | Headline News | HD | • | • | |
| Disney XD | HD | • | • | | HGTV | HD | • | • | |
| DIY | HD | • | • | | History | HD | • | • | |
| E! | HD | • | • | • | History International | | • | • | |
|  | HD | • | • | | HSN | | • | • | |
| Encore Action | HD | • | • | | Independent Film Channel | HD | • | • | |
| Encore Drama | HD | • | • | | Independent Local | HD | • | • | |
| Encore Love | HD | • | • | | IndiePlex | HD | • | | |
| Encore Mystery | HD | • | • | | INSP | HD | • | • | |
| Encore WAM | HD | • | • | | Investigation Discovery | | • | • | |
| Encore Westerns | HD | • | • | | ION TV | | • | • | |

Channel lineup continued on next page

XFINITY TV CHANNELS (CONT.)

Sports, movies, news; XFINITY has the channel for every type of entertainment.

| CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF | CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF |
|-------------------------------|----|---|---|------------------------------------|----------------------|----|---|---|------------------------------------|
| Jewelry TV | | • | • | • | Sleuth | HD | • | • | |
| Leased Access | HD | • | • | • | Smile of a Child | | • | • | |
| Lifetime | HD | • | • | • | Soapnet | HD | • | • | |
| Lifetime Movie Network | | • | • | • | Speed Channel | HD | • | | |
| Lifetime Real Women | | • | • | | Spike TV | HD | • | • | • |
| Local School District Channel | | • | • | • | stcrz | HD | • | | |
| Local University Channel | | • | • | • | Starz Cinema | HD | • | | |
| Logo | HD | • | • | | Starz Comedy | HD | • | | |
| Military History Channel | HD | • | • | | Starz Edge | HD | • | | |
| MLB Network | HD | • | • | | Starz in Black | HD | • | | |
| MSNBC | HD | • | • | • | Style | HD | • | • | • |
| MTV | HD | • | • | • | Sundance Channel | HD | • | • | |
| MTV Hits | HD | • | • | | SyFy Channel | | • | • | • |
| MTV Jams | HD | • | • | | TBN | HD | • | • | • |
| MTV 2 | | • | • | | TBS | HD | • | • | • |
| MTVTR3s | | • | • | | TCM | | • | • | |
| Mun2 | | • | • | | TeenNick (fka The N) | | • | • | |
| My Network TV | HD | • | • | • | Telefutura | HD | • | • | • |
| National Geo Channel | HD | • | • | | Telemundo | HD | • | • | • |
| NBA TV | HD | • | • | | Tennis Channel | HD | • | | |
| NBC | | • | • | • | The Military Channel | | • | • | |
| NBC Weather Plus | HD | • | • | • | The Science Channel | | • | • | |
| NFL Network | HD | • | • | | The World Network | | • | • | |
| RED ZONE | HD | • | | | TLC | HD | • | • | • |
| NHL Network | HD | • | • | | TNT | HD | • | • | • |
| Nickelodeon | HD | • | • | • | Travel Channel | | • | • | • |
| Nick Jr. (fka Noggin) | HD | • | • | | truTV | HD | • | • | • |
| Nicktoons | HD | • | • | | TVG | | • | | |
| Nick 2 | HD | • | • | | TV Guide | HD | • | • | • |
| Outdoor Channel | HD | • | | | TV Land | | • | • | • |
| Ovation | | • | • | | TV One | HD | • | • | |
| Oxygen | HD | • | • | | Universal | HD | • | • | • |
| Palladia HD | HD | • | • | • | Univision | HD | • | • | • |
| PBS | HD | • | • | • | USA | HD | • | • | • |
| PBS Arts | | • | • | • | Versus | HD | • | • | • |
| PBS EDU | | • | • | • | VH1 | HD | • | • | • |
| PBS Kids Sprout | HD | • | • | • | VH1 Classic | HD | • | • | |
| Pentagon Channel | HD | • | • | | VH1 Soul | HD | • | • | |
| Planet Green | | • | • | | WE TV | HD | • | • | |
| Public Access | | • | • | • | Weather | HD | • | • | • |
| QVC | HD | • | • | • | WGN America | | • | • | • |
| ReelzChannel | HD | • | • | | | | | | |
| RetroPlex | | • | • | | | | | | |
| Shop NBC | HD | • | • | | | | | | |
| SHOWTIME | HD | • | | | | | | | |
| Showtime 2 | HD | • | | | | | | | |
| Showtime Beyond | HD | • | | | | | | | |
| Showtime Extreme | HD | • | | | | | | | |
| Showtime Showcase | HD | • | | | | | | | |

MULTILATINO TV PACKAGES

XFINITY® offers more options and more opportunities to connect with customers who want quality Spanish and English programming.

| FEATURES | MULTILATINO MAX Over 120 Channels | MULTILATINO ULTRA Over 175 Channels |
|----------------|---|---|
| CHANNEL LINEUP | <p>OVER 120 DIGITAL CHANNELS (SPANISH AND ENGLISH) INCLUDING</p> <p>  </p> | <p>OVER 175 DIGITAL CHANNELS (SPANISH AND ENGLISH) INCLUDING</p> <p>  </p> |

DID YOU KNOW?

With XFINITY®, customers can get the best of both worlds: the most popular English channels and all their favorite Spanish channels – together.

Restrictions apply. Not all programming available in all areas and is subject to change. Call for restrictions and complete details. © 2014 Comcast. All rights reserved.

MULTILATINO TV CHANNELS

XFINITY® has channels in English and Spanish so your residents can enjoy every type of entertainment.

| CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF | CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF |
|---|----|---|---|------------------------------------|--|----|---|---|------------------------------------|
| ABC | HD | • | • | • |  encore® | HD | • | • | |
| A&E | HD | • | • | • | Encore Action | HD | • | • | |
| AMC | HD | • | • | • | Encore Drama | HD | • | • | |
| Animal Planet | HD | • | • | • | Encore Love | HD | • | • | |
| Aztec America | | • | • | • | Encore Mystery | HD | • | • | |
| Bandamax | | • | • | • | Encore WAM | HD | | | |
| BBC America | HD | • | • | • | Encore Westerns | HD | • | • | |
| BET | HD | • | • | • | | | | | |
| Bravo | HD | • | • | • | | | | | |
| Canal 52MX | | • | • | • |  ESPN | HD | • | • | • |
| Canal SUR | | • | • | • | ESPN2 | HD | • | • | • |
| Caracol TV | | • | • | • | ESPN Classic | HD | • | | |
| Cartoon Network | HD | • | • | • | ESPN Deportes | | • | | • |
| CBS | HD | • | • | • | ESPN News | HD | • | • | |
| CBTV Michoacan | | • | • | • | ESPNU | | • | • | |
| Centric (fka BETJ) | HD | • | • | | | | | | |
| Cine Latino | | • | • | • | EWTN | HD | • | • | • |
|  cinemax | HD | • | | | EWTN en Espanol | | • | • | • |
| Cinemax West | HD | • | | | FCS Atlantic | HD | • | | |
| Action Max | HD | • | | | FCS Central | HD | • | | |
| AtMax | HD | • | | | FCS Pacific | | • | | |
| Five Star Max | | • | | | Fine Living | | • | • | |
| MoreMax | HD | • | | | FitTV | HD | • | • | |
| OuterMax | | • | | | Flix | HD | • | • | |
| Thriller Max | HD | • | | | Food Network | HD | • | • | • |
| WMAX | HD | • | | | FOX | HD | • | • | • |
| Cine Mexicano | | • | • | • | Fox Business Network | HD | • | • | |
| CMT Pure Country | HD | • | • | • | Fox News | HD | • | • | • |
| CNN | HD | • | • | • | Fox Soccer Channel | | • | | |
| CNN en Espanol | | • | • | • | Fox Sports en Espanol | | • | • | |
| Comedy Central | HD | • | • | • | Fuse | HD | • | • | |
| C-Span | HD | • | • | • | Galavision | HD | • | • | • |
| C-Span 2 | HD | • | • | • | GoTV | | • | • | |
| Current TV | HD | • | • | • | Golf | | • | • | |
| CW | HD | • | • | • | Gospel Music Channel | | • | | |
| De Pelicula | | • | • | • | Gran Cine | | • | • | • |
| De Pelicula Clasico | | • | • | • | Great American Country | | • | • | |
| Discovery | HD | • | • | • | GSN | HD | • | • | |
| Discover en Espanol | | • | • | • | Hallmark | HD | • | • | • |
| Discovery Health (OWN) | | • | • | |  HBO | HD | • | • | |
| Discovery Kids | HD | • | • | | HBO 2 | HD | • | • | |
| Disney | HD | • | • | • | HBO Comedy | HD | • | • | |
| Disney XD | HD | • | • | | HBO Family | HD | • | • | |
| DIY | HD | • | • | | HBO Latino | HD | • | • | |
| E! | HD | • | • | • | HBO Signature | HD | • | • | |
| Ecuavisa | | | | | HBO West | HD | • | • | |
| | | | | | HBO Zone | HD | • | • | |
| | | | | | | | | | Excludes ML Ultra |

Channel lineup continued on next page

MULTILATINO TV CHANNELS (CONT.)

XFINITY® has channels in English and Spanish so your residents can enjoy every type of entertainment.

| CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF | CHANNEL | HD | DIGITAL PREMIER, HD PREMIER XF & HD COMPLETE XF | DIGITAL PREFERRED & HD PREFERRED XF | DIGITAL STARTER & STARTER XF |
|--|----|---|---|------------------------------------|---|----|---|---|------------------------------------|
| HITN | | • | • | • | RetroPlex | | • | • | |
| History | HD | • | • | • | Ritmoson | | • | • | • |
| History en Espanol | | • | • | • | Shop NBC | HD | • | • | • |
| HSN | | • | • | • |  SHOWTIME | HD | • | | |
| HTV Musica | | • | • | • | Showtime 2 | HD | • | | |
| Independent Film Channel | HD | • | • | | Showtime Beyond | HD | • | | |
| IndiePlex | HD | • | • | | Showtime Extreme | HD | • | | |
| Investigation Discovery | | • | • | | Showtime Showcase | HD | • | | |
| ION TV | | • | • | • | Soapnet | HD | • | • | |
| Infinito | | • | • | • | Sorpresa | | • | • | • |
| Jewelry TV | | • | • | • | Spike TV | HD | • | • | • |
| La Familia | | • | • | • |  starz *** | HD | • | • | |
| La TeleNovela | | • | • | • | Starz Cinema | HD | • | • | |
| Lifetime | HD | • | • | • | Starz Comedy | HD | • | • | |
| Lifetime Movie Network | | • | • | • | Starz Edge | HD | • | • | |
| Local School District Channel | | • | • | • | Starz in Black | HD | • | • | |
| Local University Channel | | • | • | • | Sundance Channel | HD | • | • | |
| Logo | HD | • | • | | Sur Peru | HD | • | • | • |
| Mexicanal | | • | • | • | SyFy Channel | | • | • | • |
| Mexico 22 | | • | • | • | TBN | HD | • | • | • |
| Mexico Canal | | • | • | • | TBN Enlace | | • | • | • |
| Mexico TV | | • | • | • | TBS | HD | • | • | • |
| Military History Channel | HD | • | • | | TeenNick (fka The N) | | • | • | |
| MLB Network | HD | • | • | | Telefe | | • | • | • |
| Movie Plex | | • | • | | TeleFormula | | • | • | • |
| MTV | HD | • | • | • | Telefutura | HD | • | • | • |
| MTV Hits | HD | • | • | | Telehit | | • | • | • |
| MTV Jams | HD | • | • | | Teleritmo | | • | • | • |
| MTV 2 | | • | • | | Telemundo | HD | • | • | • |
| MTV TR3s | | • | • | • | Tennis Channel | HD | • | • | |
| Multimedios | | • | • | • | TLC | HD | • | • | • |
| Music Choice | | • | • | • | TNT | HD | • | • | • |
| Mun2 | | • | • | • | truTV | HD | • | • | • |
| My Network TV | HD | • | • | • | TV Chile | | • | • | • |
| National Geo Channel | HD | • | • | | TV Colombia | | • | • | • |
| NBA TV | HD | • | • | | TV Dominicana | | • | • | • |
| NBC | | • | • | • | TV Guide | HD | • | • | • |
| NBC Weather Plus | HD | | | | TV Land | | • | • | • |
| NEO Cricket | | • | • | • | TV One | HD | • | • | |
| NFL Network | HD | • | • | | TV Venezuela | | • | • | • |
|  RED ZONE | HD | • | | | TVE | | • | • | • |
| NHL Network | HD | • | • | | Univision | HD | • | • | • |
| Nickelodeon | HD | • | • | • | USA | HD | • | • | • |
| Nick Jr. (fka Noggin) | HD | • | • | | Utilisima | | • | • | • |
| Nicktoons | HD | • | • | | Venemovies | | • | • | • |
| Nick 2 | HD | • | • | | Versus | HD | • | • | • |
| Once Mexico | | • | • | • | VH1 | HD | • | • | • |
| Once TV | | | | | VH1 Classic | HD | • | • | |
| Oxygen | HD | • | • | | VH1 Soul | HD | • | • | |
| Palladia HD | HD | | | | Videorola | | • | • | |
| PBS | HD | • | • | | Wapa America | | • | • | |
| PBS Kids Sprout | HD | • | • | • | WE TV | HD | • | • | |
| Planet Green | | • | • | | Weather | HD | • | • | |
| QVC | HD | • | • | • | WGN America | | • | • | |

Excludes ML Ultra

*** Starz not available in the MultiLatino Ultra package.

INTERNET, VOICE AND HOME

REIMAGINE HOW YOU CONNECT TO
THE PEOPLE AND THINGS YOU CARE ABOUT



The Voice available at xfinity.com/tv



Adventure Time available at xfinity.com/tv



Parks and Recreation available at xfinity.com/tv



All backed by the
30-day money-back
Comcast Customer Guarantee.™

30-day guarantee limited to 1 refund of 1 month recurring service and standard installation charges.

The *ADVENTURE TIME* and CN Cartoon Network logos are trademarks of The Cartoon Network, Inc. A Time Warner Company. All Rights Reserved.

XFINITY® INTERNET

XFINITY Internet delivers the fastest WiFi with the most coverage at home and on the go. Residents can download HD movies, TV shows, photos and music and game online — all at the fastest speeds.

DID YOU KNOW?

XFINITY Internet customers have access to over one million hotspots to keep them connected around town.

FAST, FASTER, XFINITY FAST

Your residents can choose the speed tier that is right for them.

PERFORMANCE

The speed your residents need to do more of what they want online, like easily streaming movies and Web videos

BLAST!®

Faster speeds for gaming, downloading HD movies and keeping multiple devices online at once

EXTREME 105

Lightning-fast speeds for gaming in real time, streaming HD movies and experiencing fast speeds, even when the whole family is online

ONLINE PROTECTION

Protect personal information including passwords, user IDs, credit cards and more with Constant Guard®, the most comprehensive suite of online protection — a \$360 value — included at no extra cost. It also includes:

- Top-rated Norton® Security Suite to help protect computers against viruses and other online threats
- Convenient and secure one-click access to online accounts
- Identity Guard® to help protect against identity theft



Actual speeds vary and are not guaranteed. Not all features compatible with Macintosh systems. © 2014 Comcast. All rights reserved. Norton® is a registered mark of Symantec Corporation.

XFINITY® Community Handbook

To order services, visit comcast.com/xfinity
To print a copy of this page, visit comcast.com/communityhandbook

SPEED COMPARISON

Whether your residents download HD movies or share photos, XFINITY® has the speed they need.



MUSIC

Download a 4 MB song in seconds.

Extreme 105  0.3 sec

BLAST!®  0.6 sec

Performance  1.5 sec

DSL

0 sec

10.8 sec

10.8 sec



PHOTOS

Download a 10 MB photo album in seconds.

Extreme 105  0.6 sec

BLAST!®  1.8 sec

Performance  4.2 sec

DSL

0 sec

26.4 sec

26.4 sec



TV SHOWS

Download a 200 MB episode in minutes.

Extreme 105  15 sec

BLAST!®  31.8 sec

Performance  1 min, 44 sec

DSL

0 sec

8 min, 53 sec

8 min, 53 sec



MOVIES

Download a 1.5 GB HD movie in minutes.

Extreme 105  1 min, 54 sec

BLAST!®  4 min

Performance  13 min, 17 sec

DSL

0 min

1 hr, 7 min

1 hr, 7 min

Compare XFINITY package download speeds to DSL 3 Mbps

Extreme 105 105 Mbps

- Perfect for hard-core gamers, households with multiple computers or devices and downloading large multimedia files.

BLAST!® 50 Mbps

- Game in real time, download HD movies and connect all the devices in the home simultaneously – at incredible speeds.

Performance 20-25 Mbps

- Share photos, book travel, watch online videos – at superfast speeds.

Each package comes with:

- XFINITY® WiFi – Stay connected at more than one million XFINITY WiFi and CableWiFi® hotspots at no extra cost. To find a hotspot in your area, visit xfinity.com/wifi or download the XFINITY WiFi app.
- Constant Guard® – The most comprehensive online protection of any major Internet provider at home and now on mobile devices.
- XFINITY® Connect with seven email accounts, each with 10 GB of storage.

Actual speeds may vary and are not guaranteed.

XFINITY® WiFi

Your residents will love that XFINITY WiFi is included in their XFINITY Internet package at no extra cost. They'll have access to the fastest hotspots with the most coverage on the go.

COVERAGE

Residents can stay connected with over one million hotspots nationwide.

SAVINGS

With XFINITY WiFi, it's easy for them to conserve data and save money on their wireless data plan.

SPEED

The fastest hotspots with the most on-the-go coverage means your residents can access XFINITY WiFi at their favorite places around town.

Ask how...

you can add XFINITY WiFi as an amenity to the common areas of your property. Contact your Comcast Account Executive for details.



XFINITY® VOICE

More ways to connect and more ways to save. XFINITY® provides reliable phone service with the best call clarity and unlimited nationwide talk and text — so residents can save on their wireless bills too.

UNLIMITED NATIONWIDE CALLING

Call anyone, anytime, anywhere in the U.S., Canada and Puerto Rico.

BEST IN CALL CLARITY

Our service is best in call clarity — so no word goes unheard.

VOICEMAIL PLUS 12 CALLING FEATURES

Caller ID, call waiting, 3-way calling and more at no additional charge.

XFINITY CONNECT APP

Use a smartphone to easily stay connected to XFINITY voicemail and email from anywhere. Convert your voicemail messages to emails with Readable Voicemail.

IDENTIFY CALLERS FROM THE TV OR PC

Universal Caller ID® shows who's calling right on a TV, PC, home phone and smartphone, allowing users to make smart choices on whether to take a call now or get back to it later.



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CAREFREE MINUTES® PLANS

Stay connected with family and friends abroad with low rates to countries throughout the world. There's a plan that's right for everyone.

READABLE VOICEMAIL

Get home voicemail converted into text and sent instantly to email. Read it anytime, anywhere, in any order.

UNLIMITED TEXTING

Get unlimited texting by sending texts through XFINITY Connect or the XFINITY Connect app.

XFINITY® VOICE CALLING PLANS

XFINITY Voice offers customers a variety of calling plans to stay in touch with family and friends.

VOICE CALLING PLANS

ADD-ONS

UNLIMITED PLAN

UNLIMITED NATIONWIDE TALK AND TEXT
Reliable phone service with the best call clarity. Check voicemail online or read as an email – on a smartphone or laptop. It's easy to switch – even keep your current number. Backed by the 30-day money-back Comcast Customer Guarantee™.



CAREFREE MINUTES® ASIA 100

100 ANYTIME MINUTES A MONTH

to call Asian countries, including: China, Hong Kong, Japan, Singapore, South Korea, Taiwan

CAREFREE MINUTES® MEXICO 300

300 ANYTIME MINUTES A MONTH

to call anywhere in Mexico

CAREFREE MINUTES® LATIN AMERICA 300

300 ANYTIME MINUTES A MONTH

to call Latin American countries, including: Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Nicaragua, Panama, Peru, Venezuela

CAREFREE MINUTES® WORLDWIDE 300

300 ANYTIME MINUTES A MONTH

to call 100 countries, including: Argentina, Australia, Bahamas, Belgium, Brazil, Cayman Islands, Dominican Republic, France, Germany, India, Ireland, Italy, Jamaica, Japan, Mexico, Panama, Philippines, Spain, St. Lucia, Sweden, Switzerland, Turkey, United Kingdom, Venezuela

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XFINITY® HOME

Gives your residents a total security and control solution that simplifies their lives.

Residents can look after their home, family and valuables from anywhere with XFINITY Home. They can remotely control their home all from one app, plus get peace of mind with a secure network and 24/7 professional monitoring.

Advanced technology that helps your residents control their home from anywhere.

- Enjoy peace of mind with a secure network and 24/7 professional monitoring by a certified central security station.
- Get real-time text and email alerts when doors and windows are opened or motion is detected.
- Watch live, streaming video inside and away from home.
- Remotely adjust lighting to make sure lights are always on when they're needed.
- Access home settings from virtually anywhere with a laptop, tablet or smartphone.

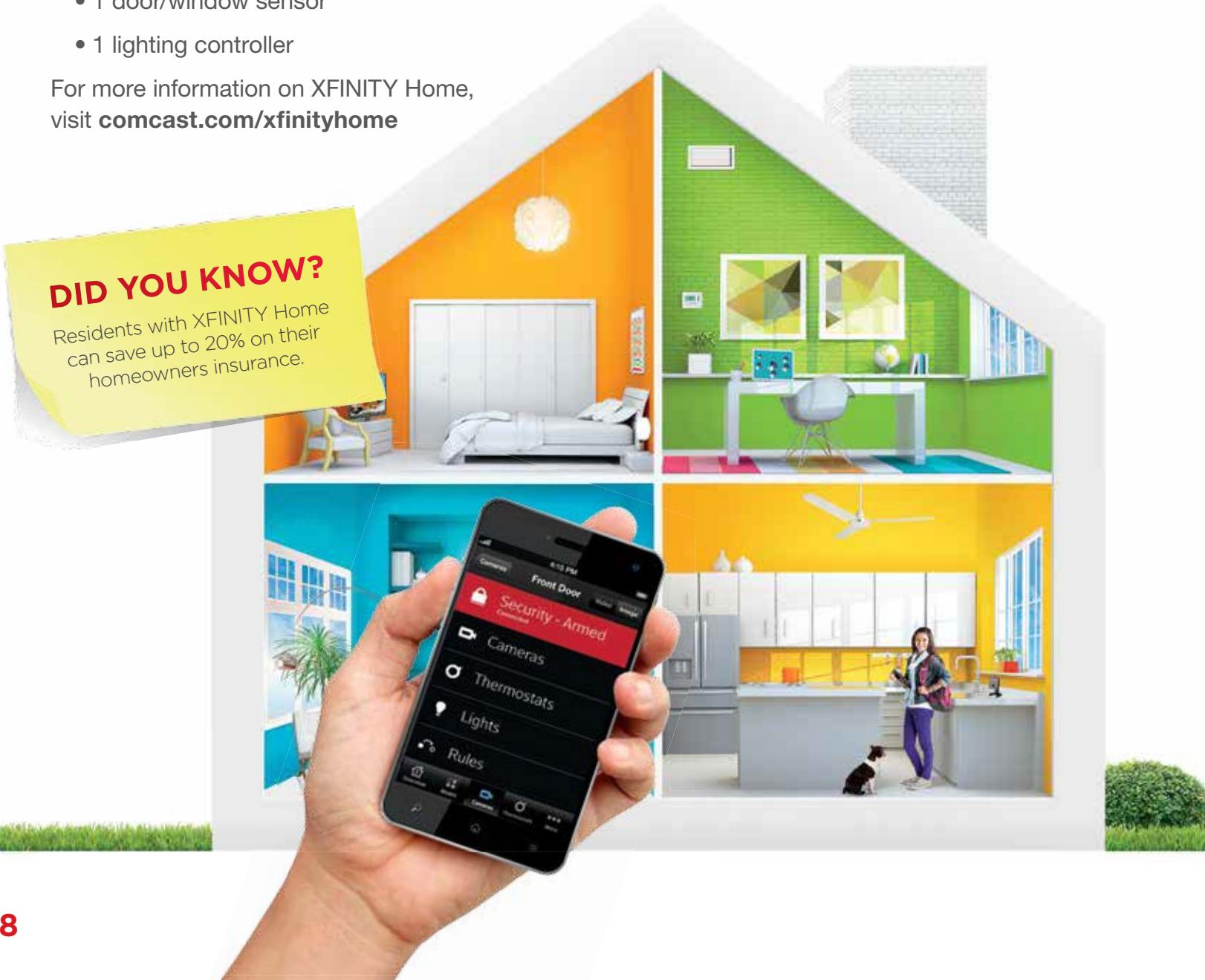
EQUIPMENT PACKS

Residents can build their system with cameras, lighting, motion sensors and more.

View Starter Pack Includes:

- 1 indoor/outdoor camera
- 1 door/window sensor
- 1 lighting controller

For more information on XFINITY Home,
visit comcast.com/xfinityhome





ARM/DISARM

XFINITY Home has multiple arming modes to keep residents safe around the clock. They can protect their home when they're out for the day, or in for the night.*

VIDEO MONITORING

Residents can watch live streaming video of their pets when they're not home.



REMOTE LIGHTING CONTROL

Residents can use the Lighting Controller to set lights on a pattern, keep criminals away from their unoccupied home and lower their electric bill.

REAL-TIME NOTIFICATIONS

Residents can get real-time text and email alerts when doors and windows are opened. With Enhanced Video Monitoring, they can even get a video clip or image automatically emailed when their door is opened.



*Requires Touchscreen

Restrictions apply. Not available in all areas. Limited to residential customers. Three-year term contract required for XFINITY Home Secure services. Early termination fee applies. Requires subscription to compatible high speed Internet service. Visit comcast.com/XFINITYHomeSupport for more details. Remote access not available with all smartphones. Any other equipment not included in offer, non-standard installation charges and taxes extra.* Insurance savings source: <http://publications.usa.gov/epublications/12ways/12ways.html>. Insurance discounts vary. Contact your insurance provider for details. Actual energy savings may vary based on usage and other factors. Visit http://www.energysavers.gov/your_home/space_heating_cooling/index.cfm/mytopic=12720 for details. Warranty Plan: equipment may be replaced with new or refurbished equipment. Thermostats/EcoSaver not available in all multi-dwelling unit locations. 1 indoor/outdoor camera can be substituted for the thermostat in Secure 350 plans. © 2014 Comcast. All rights reserved.

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See www.xfinity.com/home for current list.

MOVERS EDGE®

Simplify move-in for your new residents

IT'S EASY FOR RESIDENTS TO STAY CONNECTED TO XFINITY® WHEN THEY MOVE.

The XFINITY Movers Edge program makes it easy to transfer services. Tell your residents to call before they move and ask about our great move offers.

Installation is easy. They can:

- Schedule a professional installation on the date they choose with a two-hour window guarantee.
- Or, we will send them an easy-to-use self-install kit.

DID YOU KNOW?

65% of moves take place in the months from May to September.

Plus, in some locations, residents can even take their XFINITY equipment to their new home.

With the Movers Edge program, your residents will be watching their favorite shows and connecting with family and friends even before all the boxes are unpacked.

DID YOU KNOW?

If residents are moving within the same area code, they can keep their phone number.



CUSTOMER QUICK REFERENCE TIPS

ASSIST YOUR RESIDENTS WITH FREQUENTLY ASKED QUESTIONS
ABOUT XFINITY® PRODUCTS AND SERVICES



SETTING UP YOUR COMCAST® USER NAME AND PASSWORD

Your Comcast User Name and Password will provide access to a variety of helpful XFINITY® features and services, such as:

- Comcast Email
- XFINITY apps
- Online Content
- My Account

DID YOU KNOW?

Your User Name and Password will provide access to a number of helpful features and services like XFINITY® Connect or XFINITY® WiFi.

HOW TO RESET OR RECOVER YOUR COMCAST ID AND/OR PASSWORD

1. Go to comcast.com/help and look up **Account IDs and Settings**.
2. Or visit comcastsupport.com/chat to chat with a live representative online.

IF YOU LOST, FORGOT OR WANT TO CHANGE YOUR PASSWORD

1. Go to the **Forgot Your Password** page and enter your Comcast ID, comcast.net email address or an email address linked to your account. Click **Next**.
2. Enter the security code in the box. **Please note:** The code has been distorted for security reasons. Click **Next**.
3. Answer your secret question, which you created during account setup, and enter your ZIP code. Click **Next**.
4. Create your new password and click **Finish**.

For more information on authenticating with your Comcast User Name and Password, visit mycomcastid.com.

YOUR XFINITY® CHANNEL LINEUP AND ON-SCREEN GUIDE

HOW TO VIEW THE CHANNELS AVAILABLE IN YOUR AREA

The XFINITY Channel Lineup provides entertainment for the entire family, with TV shows and movies dedicated to sports enthusiasts, movie buffs, kids and many more. The XFINITY Channel Lineup may vary from region to region and with your service tier. To see the channels available in your region and service tier, follow the steps below. You can view your XFINITY Channel Lineup online and even print it to keep it for reference.

1. Go to comcast.com/help and search “Comcast channel lineup” or “TV Listings.”
2. Type your street address and ZIP code to see the XFINITY Channel Lineup for your region.

HOW TO USE THE XFINITY ON-SCREEN GUIDE

The XFINITY On-Screen Guide helps you navigate through the wide variety of XFINITY TV options, including hundreds of channels and thousands of XFINITY On Demand™ choices. Navigating your on-screen guide is easy, but the format may vary depending on your set-top box. Below is a standard method of access. However, an even more robust option is available with the new X1 Platform™ from XFINITY® (currently rolling out across the country). For more information about the new X1 Platform and to download a User Guide, visit comcast.com/x1.

1. Press the **Menu** button on your XFINITY remote once to access the **Quick Menu** and twice to access the **Main Menu**.
2. You can also press the **Guide** or **Info** button on certain remotes.
3. Use the arrow buttons to navigate through the features.
4. Press **OK>Select** to make your selection.

For more information, visit comcast.com/help

DID YOU KNOW?

The X1 Platform comes with a new interactive on-screen guide with network logos and poster art to make it easier to find programming content. Download the User Guide at comcast.com/x1.

REMOTE CONTROL PROGRAMMING

Your XFINITY® Remote Control is already programmed to control your digital set-top box. Follow the steps below to program your remote to also control your TV, DVD player, VCR and audio device.

HOW TO PROGRAM YOUR XFINITY REMOTE CONTROL

The XFINITY Remote Controls vary depending on your equipment. Go to comcast.com/remotes to select your remote and download the instruction manual.

HOW TO TROUBLESHOOT YOUR XFINITY REMOTE CONTROL

If your remote control doesn't work after you have programmed it:

1. Press the **Cable** button on your remote to make sure the remote is in **Cable Mode**.
2. Make sure there is nothing between the remote and the receiver that would block the signal. Aim the remote directly at the receiver's front panel, not at the TV, VCR or DVD player.
3. Stand directly in front of the TV and receiver to reduce the angle between the remote and the receiver.
4. Firmly press and release buttons on the remote one at a time.
5. Change channels using the buttons on the receiver's front panel.
6. Replace the batteries in the remote.

HOW TO PUT THE REMOTE IN CABLE MODE

1. Press the **Cable** button.
2. Take the batteries out of the remote and put them back in.
3. Press the up triangle button on the front of the set-top box.
4. If still not working, replace the batteries in the remote.

DID YOU KNOW?

XFINITY remote controls vary depending on the set-top box. Go to comcast.com/remotes to find instructions for all.

HOW TO USE THE “ALL ON” BUTTON TO TURN YOUR TV AND CABLE ON/OFF AT THE SAME TIME

To use the **All On** button, you first need to program your remote control for your TV (see above). Then:

1. Press the **Cable** button on the top of the remote to make sure it's in **Cable Mode**.
2. Point the remote at the TV and press and hold the **All On** button until both your TV and set-top box turn on (or off).

If the TV and the set-top box become out of sync with the remote, and the **All On** button turns one off and the other on:

1. Press and release the **TV** button at the top of your remote.
2. Press the **Power** button. Your TV will now be in the same state as your set-top box.
3. Follow the steps above to use the **All On** button again.

For more information on programming your XFINITY Remote Control, visit comcast.com/remotes.

ACCESSING XFINITY ON DEMAND™

XFINITY On Demand™ gives you the best selection of current TV shows and hit movies, anytime, on any screen. It can be explored through the comfort of your living room or on the go, from your laptop, tablet or smartphone. A vast library of the hottest new releases, the most current TV episodes and an abundance of kids' programming are available instantly.

HOW TO ACCESS XFINITY ON DEMAND

These instructions may vary depending on your set-top box or on-screen guide, but the basic functions should be similar. If you have the X1 Platform™ from XFINITY, go to comcast.com/x1 to download a Users Guide.

ON YOUR TV

1. Press the **On Demand** button on your XFINITY Remote Control or tune to Channel 1. If you have a remote control with the XFINITY button, press this button and then select **XFINITY On Demand** from the on-screen guide's main menu.
2. Use the arrow buttons to select a category from the XFINITY On Demand Main Menu, then highlight a movie or program listing and press the **OK>Select** button.
3. Select the **Watch** or **Buy** icon to view a program. To watch a free preview, select the **Filmstrip** icon.

ONLINE

Go to xfinity.com/tv to learn how to get XFINITY On Demand online.

THROUGH MOBILE DEVICES

Either visit xfinity.com/tv on your mobile browser or use the XFINITY TV Player app available for download in your App Store for both Android™ and Apple® devices to watch shows and movies from your iPod®, iPhone®, iPod touch® and Android. For details, go to comcast.com/help and search for **“Top Tips for Using the XFINITY TV Remote app.”**

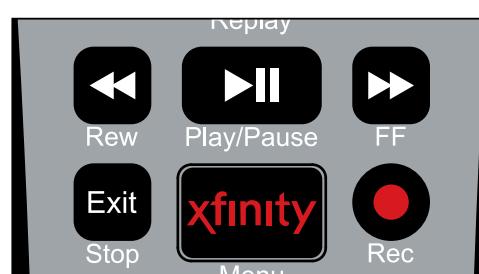
HOW TO CONTROL PROGRAMS



Use the video control buttons on the remote control to pause, stop, rewind and fast-forward programs.

For a video tutorial and step-by-step instructions, go to comcast.com/help and look up **Learn About XFINITY On Demand**.

If you encounter issues with XFINITY On Demand, the interactive **XFINITY On Demand Troubleshooting Guide** is a tool that can be used to fix most service issues like error messages, access problems and video playback errors. To access the guide, visit comcast.com/help, click on **XFINITY TV**, then the **XFINITY On Demand Troubleshooting Guide**.



For more information on XFINITY On Demand, visit comcast.com/help and search **“On Demand.”**

MANAGING YOUR DVR

Never miss a minute of your favorite shows and movies with DVR service from Comcast. There are several DVR options, including the new X1 DVR™, giving your residents the opportunity to watch in any room, record four shows at once and store hundreds of shows at a time. For information regarding the X1 DVR, visit comcast.com/x1 and print the User Guide.

To manage your standard DVR:

HOW TO RECORD A PROGRAM FROM TV LISTINGS

1. Press the **Guide** button on your XFINITY® remote.
2. Find and highlight the program you want to record and press the **Record** button on your XFINITY remote. A red dot will appear next to the program title indicating that it's scheduled to record.

HOW TO RECORD A PROGRAM WHILE WATCHING TV

- Press the **Record** button on your remote. A recording notice will appear on your screen.

HOW TO RECORD A TV SERIES

1. While in **TV Listings**, highlight the TV series you want to record, press the **Record** button on your XFINITY remote twice and select the **Series Recording** option.
2. You can also press the **Info** button, select the **Record** icon from the **Program Information** screen and select the **Series Recording** option.

HOW TO SCHEDULE RECORDINGS WITH DVR MANAGER

1. Go to xfinity.com, or launch the **XFINITY™ Connect app** or the **XFINITY™ TV Remote app**.
2. Sign in using your Comcast ID and password.
3. Select **TV Listings**.
4. From here you may schedule a recording from a program listing or choose **DVR Manager** to go directly to your **DVR Manager** page.

HOW TO CHANGE YOUR DVR RECORDING OPTIONS

ON DVR MANAGER:

1. On **DVR Manager**, select **Scheduled Recordings** or **Edit Mode**, depending on your device.

ONLINE:

1. Modify the options for recording a single program in the **Scheduled Recordings** tab.
2. Change the options for a series in the **Series Priority Manager** tab. You can also cancel the series or episode by selecting **Cancel Episode** or **Cancel Series**.

HOW TO WATCH A DVR RECORDING

1. Press the **My DVR** button on your XFINITY remote and select **My Recordings**.
2. Highlight a program and press the **OK/Select** button on the remote.
3. Select the **Play** button to begin.

For additional DVR information, visit comcast.com/help and search “DVR.”

ACCESSING XFINITY® VOICEMAIL

HOW TO ACCESS VOICEMAIL FOR YOUR XFINITY® VOICE SERVICE

BY PHONE:

1. From your home phone, dial *99 and follow the recorded instructions.
2. From any other phone, dial your home phone number, press # when your greeting begins, then enter your password.

For a video tutorial and step-by-step instructions to set up your XFINITY voicemail, visit comcast.com/help and search for “**Set Up Voicemail.**”

ONLINE:

1. Visit xfinity.com and click **Voicemail**.
 - If you have XFINITY® Internet, log on with your User Name (Comcast ID) and Password.
 - If you don't have XFINITY Internet, enter your 10-digit phone number and Password to log in.

For more details on how to access voicemail by phone or online, visit comcast.com/help and search for “**Check Your XFINITY Voicemail.**”

HOW TO SET UP READABLE VOICEMAIL

1. Sign in to xfinity.com with your Comcast ID and Password.
2. Go to the **Preferences** tab in **XFINITY® Connect**, then press the **Voice icon**.
3. Click **Readable Voicemail Notifications**, then enter the email address where you want to receive your voicemail transcripts, click **Add** and check **Send Transcripts Via Email**.

For more details on how to set up readable voicemail, visit comcast.com/readablevoicemail to get started.

ACCESSING XFINITY® EMAIL

There are a number of ways to stay connected to your **comcast.net** email. Whether you are at home, work or on the go, it's easy to always stay connected.

HOW TO ACCESS YOUR COMCAST.NET EMAIL FROM A COMPUTER

1. Go to **XFINITY.com**.
2. Click **Connect** at the top of the screen.
3. Sign in to your account.
4. Click **Email** to access your comcast.net email.
5. If you are already signed in, you will see options to check your email and voicemail on the left side of the **XFINITY.com** homepage.

For a video tutorial and step-by-step instructions, go to **comcast.com/help** and search “Access Email or Voicemail on XFINITY.com.”

HOW TO ACCESS YOUR COMCAST.NET EMAIL FROM A MOBILE DEVICE

1. Download the **XFINITY™ Connect** app from your App Store for both Apple® and Android™ devices.
2. Sign in to **XFINITY Connect**.
3. Click the **Email** tab.

HOW TO COMPOSE AND SEND AN EMAIL WITH XFINITY® CONNECT

1. Sign in to **XFINITY Connect**.
2. From the **Email** tab, click the **New** drop-down menu.
3. Click **New Message**.
4. Enter the email address, subject line and message. When you've completed typing your message, click the **Send** button.

For more details, go to **comcast.com/help** and search “Advanced XFINITY Connect Email.”

COMCAST® ALERTS

Alerts are a quick, easy way to receive payment notifications, appointment confirmations, XFINITY On Demand™ notifications and more. Use the helpful tips below for setting up your text and email alerts.

HOW TO SET UP COMCAST ALERTS

To receive text and email alerts, your mobile device and preferred email address must be registered on **My Account**. To register your device and/or email address:

1. Go to comcast.com and log in to **My Account**.
2. Click the **Users and Preferences** tab.
3. To receive text alerts you must enter your phone number at the bottom of the **Manage Alerts** section and click **Get Text Alerts**. A confirmation message will appear at the top of the screen, and you will receive a notification at the bottom of the **Manage Alerts** section that an activation code has been sent to your mobile device.
4. Enter your activation number and a Terms and Conditions screen will appear. Select the **Yes** box to agree and click **Continue**.
5. Select the alerts you wish to receive and click **Save Preferences**. A confirmation message will appear at the top of your screen to indicate that you have registered to receive text alerts.

To manage alert preferences in the future, please follow the above steps and visit the **Users & Preferences** menu in **My Account**.

HOW TO USE TEXT COMMANDS IN COMCAST ALERTS

Text any command below to 266278 (COMCST).

- **LOC (562)** To find the payment center closest to your service address.
- **BAL (225)** To get your latest account balance.
- **OUT (688)** To find out if there is currently a service outage in your area.
- **NOAPPT (662778)** To cancel a scheduled service call.
- **STOP (7867)** To unsubscribe from Comcast text alerts.
- **HELP (4357)** To get additional service information.
- **COMMAND (2666263)** To see a list of available text commands.
- **VOD (863)** To see what's on XFINITY On Demand.

For more information about alerts, visit comcast.com/alerts.

TROUBLESHOOTING CONNECTIVITY ISSUES

HOW TO TROUBLESHOOT CONNECTIVITY ISSUES FOR YOUR XFINITY® SERVICES.

If more than one of your XFINITY services is not working, check to see if there is an outage in your area by using your mobile device and following the steps below:

- Go to comcast.com and click on **My Account**.
- Tap **My Connection Status**.
- Sign in. Your device will display information about your connection status.

If you've registered your mobile phone number to receive Text Alerts and you are experiencing an outage, you may also text **OUT** to **266278 (COMCST)**.

Please Note: If your XFINITY services are not working before or after a major storm, or if you have signed in to **My Account** on comcast.com and an outage has been reported in your area, it means that Comcast is already aware of the matter and technicians are working to resolve it. So there's no need to contact Comcast.

- If there are no outages in your area, confirm that your account is up to date on payments, as late payments can cause interruption of service. You can access this information at **My Account**.
- Ensure the device connections are “finger tight,” including the coax cable from the wall to the back of the device.
- Verify all power cords are connected and plugged into a working outlet or power strip.
- If your devices are all correctly connected, ensure your services are activated by either going online or by phone.

TROUBLESHOOTING FOR XFINITY INTERNET CONNECTIVITY.

If you are having trouble accessing your XFINITY Internet services, try the following:

- Try to access more than one website to be sure that the problem is not related to a specific site.
- Make sure all plugs for the devices are connected and secure, not loose, and that outlets are working.
- Make sure the Ethernet cable is connected to both your computer and cable modem.
- Check for and install any software updates that your system has recommended that have not yet been installed.
- Power-cycling your modem will often restore Internet connectivity – the easiest way to do this is by simply unplugging your cable modem for two minutes then plugging it back in. Once the cable modem is plugged back in, wait for it to restore connectivity (up to five minutes).
- If you are using a wireless network, try connecting directly to your modem using your Ethernet cord. If you still cannot access the Internet, your home wireless network may be disconnected.
- Restart your computer. If this does not restore your service, contact Comcast.

TROUBLESHOOTING CONNECTIVITY ISSUES (CONT.)

TROUBLESHOOTING FOR XFINITY® TV REMOTE CONTROL NON-RESPONSE.

If your Comcast remote control is not responding, try this:

- Press the **CABLE** button on the remote and then try to change channels.
- If your remote does not have a **CABLE** button, then press the **POWER** button to see if your TV turns on or off.
- Check the batteries.
- Make sure your remote is programmed correctly for your TV. For help programming your remote, please visit comcast.com/remotes.
- If available, press the arrow button on the front of your set-top box. If the channel changes, you may have a faulty remote that needs replacing.
- For HD TV and HD set-top boxes, ensure your TV input is set to “HDMI” or “Component,” depending on the cables used to connect the set-top box to the TV.

TROUBLESHOOTING FOR XFINITY® VOICE CONNECTIVITY.

- If your XFINITY Voice service is not responding, try power-cycling the modem by pressing the **Reset** button located on the back of the modem.
- Continue to press the **Reset** button until you see the lights go off on the front of the unit.
- Release the **Reset** button and wait for the unit to cycle.

IF YOUR HOME PHONE HAS NO DIAL TONE, TRY THIS:

- Make sure all phones are on the hook and cordless phone batteries are charged.
- Try to plug a working corded phone into different jacks to find out if the problem is isolated to one phone or one jack.

IF YOUR HOME PHONE IS NOT RECEIVING CALLS, TRY THIS:

- Check the ringer on your phone to make sure it is turned on.
- If the phone rings a half ring on incoming calls, **Call Forwarding** may be activated.

For more on troubleshooting, visit comcast.com/help.

VIEW BILL ONLINE AND PAYMENT/ BILLING OPTIONS

HOW TO ACCESS YOUR COMCAST® BILL ONLINE AND PAYMENT OPTIONS

1. Go to comcast.com.
2. Go to **My Account** and click on the **Billing and Payment** tab.
3. Sign in to your account with your primary Comcast ID. In the bill summary box, you can:
 - View your bill details, past bills and payments.
 - Set up and check on automatic payments.
 - Make a one-time payment.
 - Choose how you receive your bill — online or in the mail.
 - Sign up for paperless billing statements.
 - Change your mailing address.

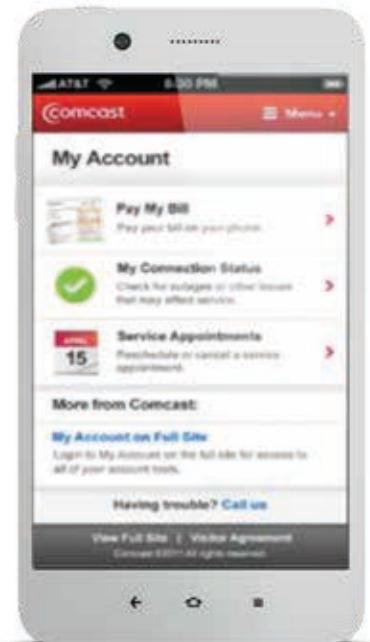
For more information, visit comcast.com/help and search “View, Manage and Pay Your Bill Online.”

HOW TO USE YOUR MOBILE DEVICE TO VIEW AND PAY YOUR COMCAST BILL

There are two ways you can use your mobile device to view and pay your bill online: with **My Account** or with the **XFINITY Connect app**.

ACCESS MY ACCOUNT ON YOUR MOBILE DEVICE

1. Open the browser on your mobile device and type in comcast.com.
2. Scroll down and tap **My Account**.
3. Tap **Billing and Payments**.
4. Enter your Comcast ID or comcast.net email address and password and tap **SIGN IN** to bring up your account.
5. View your **Account Summary** and scroll down to make a one-time payment, choose a payment method, then tap **Next**.
6. Enter your billing details and the amount you wish to pay, and tap **Next**.
7. Review your payment information and tap the blue **Submit** button.



For more details, visit comcast.com/help and search “Pay your bill using your mobile device.”

VIEW BILL ONLINE AND PAYMENT/ BILLING OPTIONS (CONT.)

HOW TO USE YOUR MOBILE DEVICE TO VIEW AND PAY YOUR COMCAST BILL

WITH THE XFINITY™ CONNECT APP

1. Sign in to the **XFINITY Connect** app and tap the **Settings** icon in the top left corner.
2. Under **My Account** tap **View and Pay My Bill**.
3. Enter your Comcast ID or Comcast.net email address and password, and tap **SIGN IN** to bring up your account.
4. Tap **Make One-Time Payment** to pay your bill.
5. Choose your payment method.
6. Enter your billing details and the amount you wish to pay, then tap **Next**.
7. Review your payment information and tap **Submit** to make your one-time payment.

For more information on paying your bill online, visit comcast.com/help.

HOW TO SIGN UP FOR PAPERLESS BILLING

If you want to stop receiving a paper bill, follow the steps below:

1. Go to comcast.com and sign in to **My Account**.
2. Click the blue **Manage Ecobill®** (Request paperless bill) cube below your account details.
3. Select the **Online** button to get **Ecobill**.
4. Click the yellow **Save Bill Preferences** button.
5. Read the Terms of Service, and check the box to accept them. Click **Continue**.
6. A confirmation will appear to let you know the request was processed. You can choose to sign up for billing text alerts or click **I'm done**.

If you want to go back to receiving a paper bill in the mail, follow the directions above. At Step 3, select **In the Mail**, then click the yellow **Save Bill Preferences** button.

For a video tutorial and step-by-step instructions, go to comcast.com/help and search “Sign up for paperless billing.”

VIEW BILL ONLINE AND PAYMENT/ BILLING OPTIONS (CONT.)

HOW TO SET UP AUTOMATIC PAYMENTS

Customers who use **My Account** can set up recurring payments from a checking account, savings account or credit card by enrolling in Comcast's **Ecobill®** Program.

1. Go to **comcast.com** and sign in to **My Account**.
2. Select the **Set Up Automatic Payments** link on the **Overview** or **Billing and Payments** page.
3. Choose a **Payment Method**, enter the bank/credit and billing information and click **Continue**.
4. Accept the terms and conditions and click **Continue**.
5. Confirmation is displayed. Choose the **Ecobill®** preference, then click to **Confirm**.
6. Next, click **I'm done**. If you chose a bank account payment method, you will receive a 45-day confirmation message.

For more information on automatic payments, visit **comcast.com/help** and search “**Set up automatic payments on comcast.com/help**.”

For general billing information, search for “**View, manage and pay your bill online**.”

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